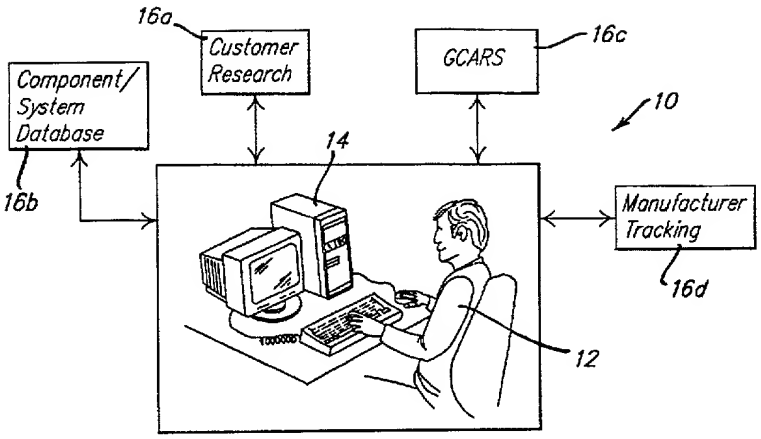

16a
Customer Research
GCARS
16c
Component/ System Database
10
14
16b
Manufacturer Tracking
16d
12

Fig. 1.

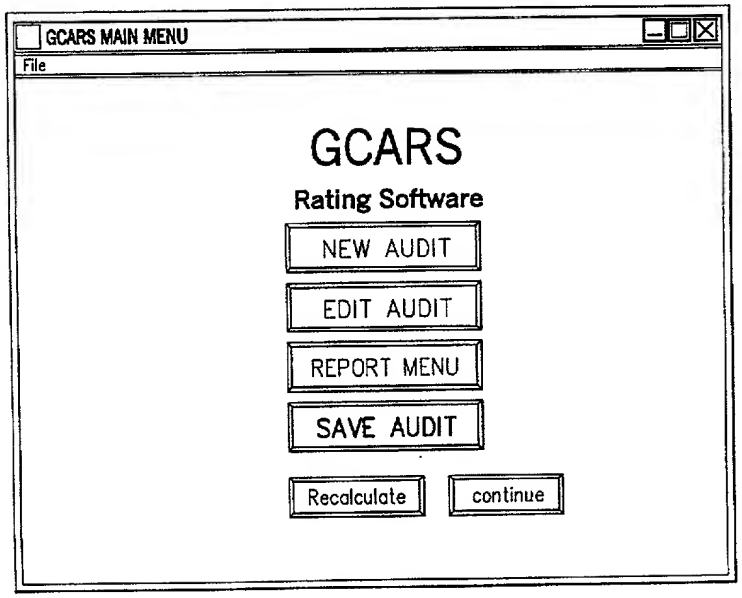

GCARS MAIN MENU
File
GCARS
Rating Software
NEW AUDIT
EDIT AUDIT
REPORT MENU
SAVE AUDIT
Recalculate
continue

Fig. 3.

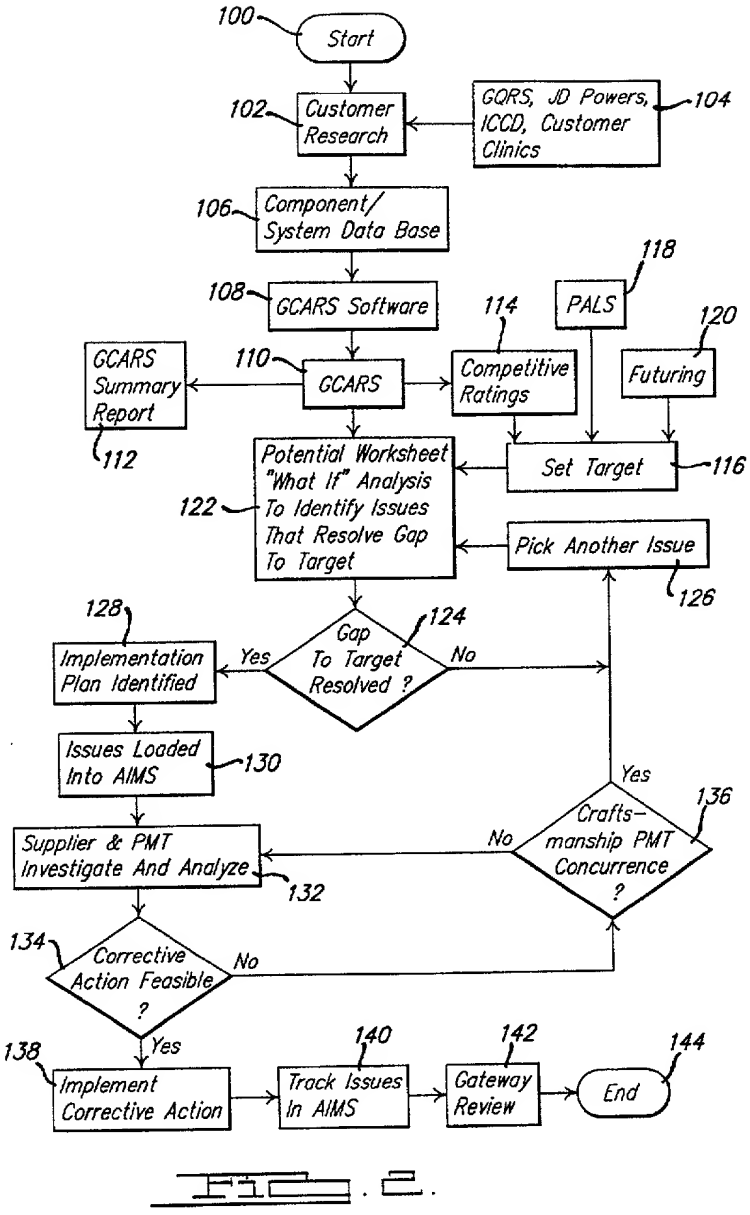

100
Start
102
Customer Research
GQRS, JD Powers, ICCD, Customer Clinics
104
106
Component/ System Data Base
108
GCARS Software
118
PALS
114
120
GCARS Summary Report
110
GCARS
Competitive Ratings
Futuring
112
Potential Worksheet "What If" Analysis To Identify Issues That Resolve Gap To Target
Set Target
116
122
Pick Another Issue
126
128
124
Implementation Plan Identified
Yes
Gap To Target Resolved ?
No
Issues Loaded Into AIMS
130
Yes
136
Crafts-manship PMT Concurrence ?
No
Supplier & PMT Investigate And Analyze
132
134
Corrective Action Feasible ?
No
Yes
138
140
142
144
Implement Corrective Action
Track Issues In AIMS
Gateway Review
End

FIG. 2.

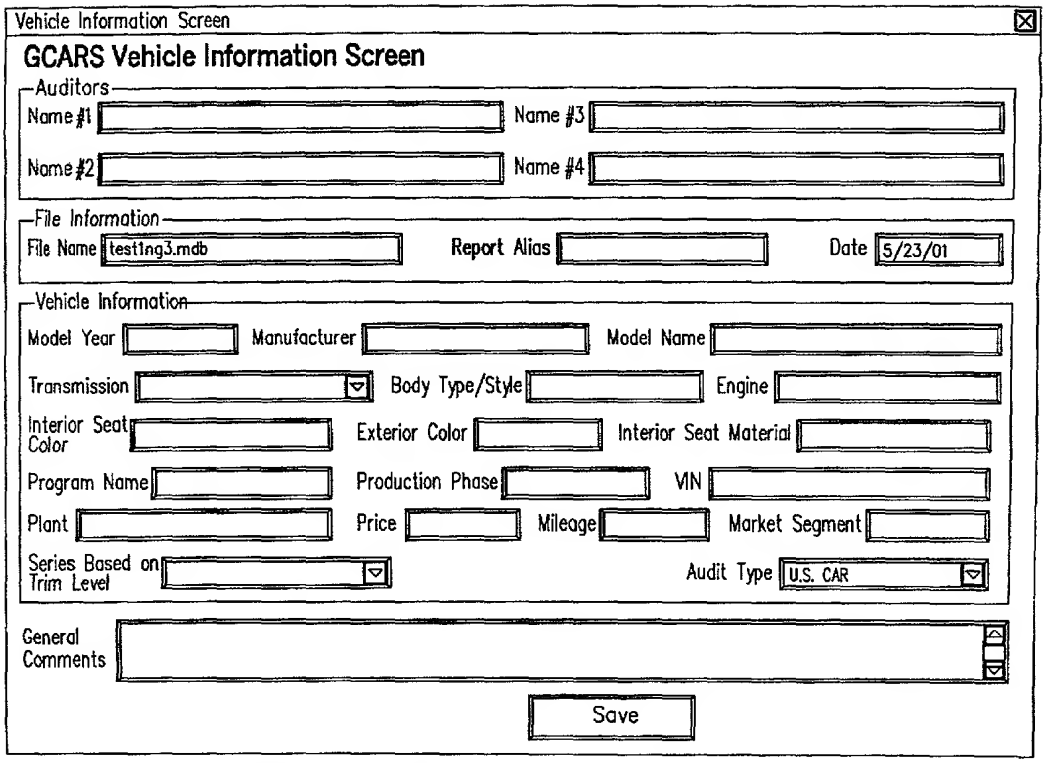

Vehicle Information Screen
GCARS Vehicle Information Screen
Auditors
Name #1
Name #3
Name #2
Name #4
File Information
File Name
testing3.mdb
Report Alias
Date
5/23/01
Vehicle Information
Model Year
Manufacturer
Model Name
Transmission
Body Type/Style
Engine
Interior Seat Color
Exterior Color
Interior Seat Material
Program Name
Production Phase
VIN
Plant
Price
Mileage
Market Segment
Series Based on Trim Level
Audit Type
U.S. CAR
General Comments
Save

FIG. 4.

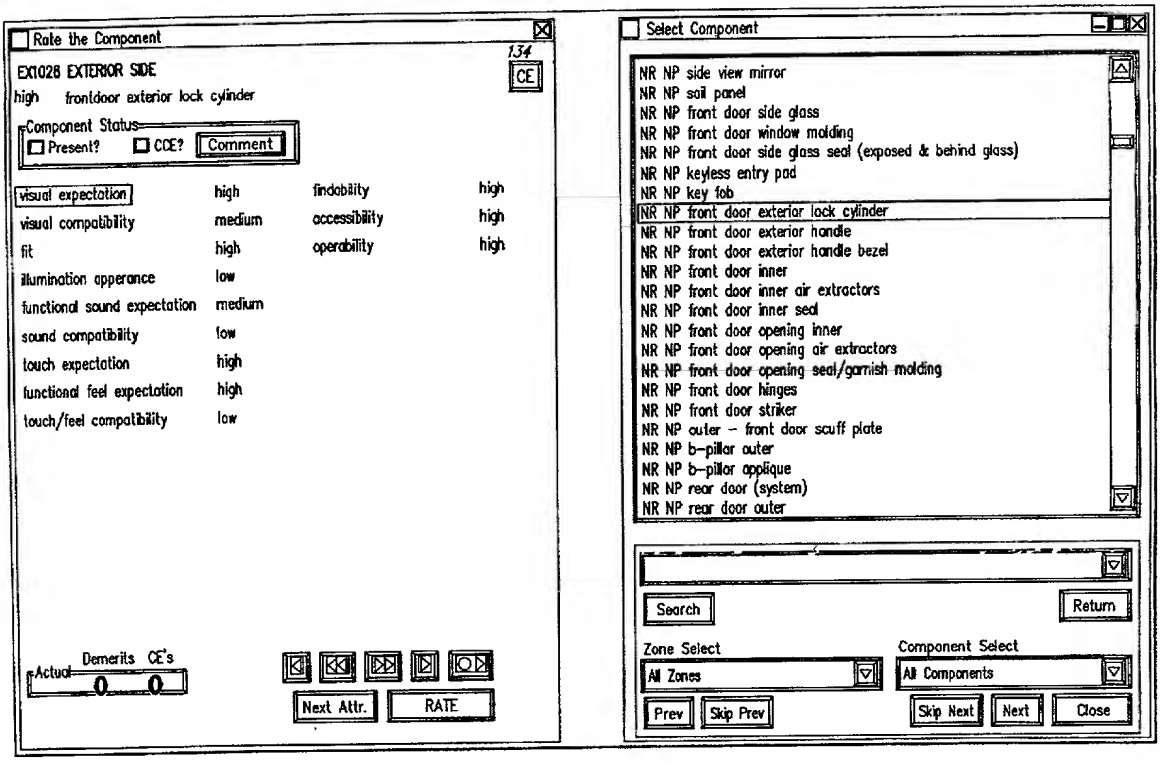

Rate the Component
134
EX1028 EXTERIOR SIDE
CE
high frontdoor exterior lock cylinder
Component Status
Present?
CCE?
Comment
visual expectation high findability high
visual compatibility medium accessibility high
fit high operability high
illumination apperance low
functional sound expectation medium
sound compatibility low
touch expectation high
functional feel expectation high
touch/feel compatibility low
Actual Demerits CE's
0 0
Next Attr.
RATE
Select Component
NR NP side view mirror
NR NP sail panel
NR NP front door side glass
NR NP front door window molding
NR NP front door side glass seal (exposed & behind glass)
NR NP keyless entry pad
NR NP key fob
NR NP front door exterior lock cylinder
NR NP front door exterior handle
NR NP front door exterior handle bezel
NR NP front door inner
NR NP front door inner air extractors
NR NP front door inner seal
NR NP front door opening inner
NR NP front door opening air extractors
NR NP front door opening seal/garnish molding
NR NP front door hinges
NR NP front door striker
NR NP outer - front door scuff plate
NR NP b-pillar outer
NR NP b-pillar applique
NR NP rear door (system)
NR NP rear door outer
Search
Return
Zone Select
All Zones
Component Select
All Components
Prev
Skip Prev
Skip Next
Next
Close

FIG. 5.

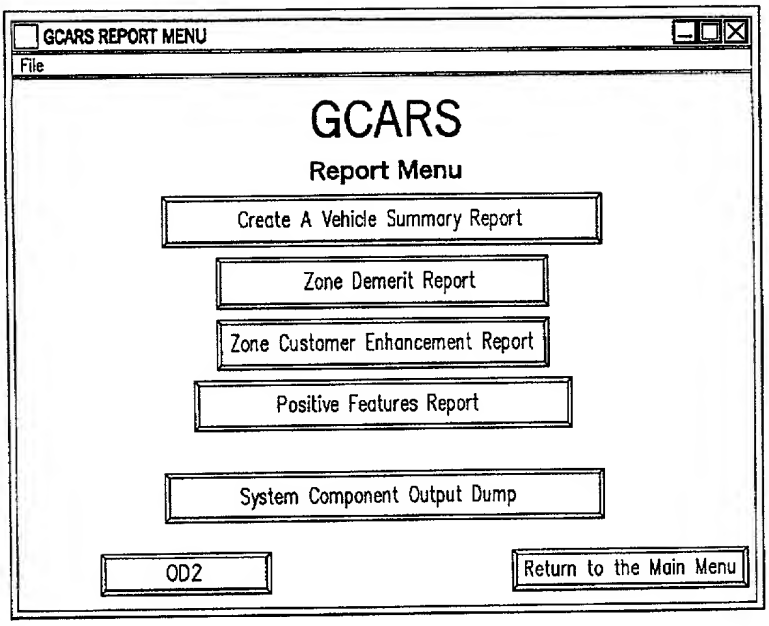

GCARS REPORT MENU
File
GCARS
Report Menu
Create A Vehicle Summary Report
Zone Demerit Report
Zone Customer Enhancement Report
Positive Features Report
System Component Output Dump
OD2
Return to the Main Menu

Fig. 5.

Global Craftsmanship Scoring Proposal

Basic Equation: Base Score + (Sum Of All Issue Demerits) = *Component Demerit Score*

Issue Demerits: Component Value x Attribute Value x Issue Multiplier = Demerits/Issue

Base Score

	Minor	Major
Low	3	6
Medium	6	12
High	9	18

Major Base Score Criteria
>=3 Minor Issues
>=1 Major Issue

Issue Demerits

Component Weight	Component Value
Low	1

	Attribute Weight	Attribute Value		Minor Issue Multiplier		Minor Issue Demerit Score	*And/Or*		Major Issue Multiplier		Major Issue Demerit Score	*And/Or*	Customer Dissatisfier Demerit Score
x	Low	1	x	1	=	1		x	2	=	2		100
x	Medium	2	x	1	=	2		x	2	=	4		
x	High	3	x	1	=	3		x	2	=	6		

Component Weight	Component Value
Medium	2

	Attribute Weight	Attribute Value		Minor Issue Multiplier		Minor Issue Demerit Score	*And/Or*		Major Issue Multiplier		Major Issue Demerit Score		Demerit Score
x	Low	1	x	1	=	2		x	2	=	4		100
x	Medium	2	x	1	=	4		x	2	=	8		
x	High	3	x	1	=	6		x	2	=	12		

Component Weight	Component Value
High	3

	Attribute Weight	Attribute Value		Minor Issue Multiplier		Minor Issue Demerit Score	*And/Or*		Major Issue Multiplier		Major Issue Demerit Score		Demerit Score
x	Low	1	x	1	=	3		x	2	=	6		100
x	Medium	2	x	1	=	6		x	2	=	12		
x	High	3	x	1	=	9		x	2	=	18		

FIG. 7A.

		Current				Proposed
Front door system	H	200				90
			Minor Calls	Major Calls	C.D.	
Base score		0	0	1		18
Functional Sound Expectation	H	50	0	1		18
Functional Feel Expectation	H	50	0	1		18
Operability	H	100	0	2		36
Hood (system)	H	25				18
			Minor Calls	Major Calls	C.D.	
Base score		0	1	0		9
Operability	H	25	1	0		9
Hood scoop	M	18				14
			Minor Calls	Major Calls	C.D.	
Base score		0	1	0		6
Visual Expectation	M	9	1	0		4
Fit	M	9	1	0		4
Front Grille	H	50				36
			Minor Calls	Major Calls	C.D.	
Base score		0	0	1		18
Visual Expectation	H	50	0	1		18
Front Washer nozzle	M	3				8
			Minor Calls	Major Calls	C.D.	
Base score		0	1	0		6
Visual Compatibility	L	3	1	0		2

FIG. 7B.

Global Craftsmanship Scoring Proposal

Enhancements by Attribute

Component Weight	Attribute Weight	Attribute Enhancements
Low	Low	2
	Medium	4
	High	6

Component Weight	Attribute Weight	Attribute Enhancements
Medium	Low	4
	Medium	8
	High	12

Component Weight	Attribute Weight	Attribute Enhancements
High	Low	6
	Medium	12
	High	18

BASE SCORES:

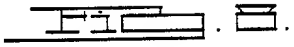
Comp. Weight	Base Scores
Low	6
Medium	12
High	18

Enhancements by Component

Component Weight	Component Enhancement
Low	24

Component Weight	Component Enhancement
Medium	48

Component Weight	Component Enhancement
High	72



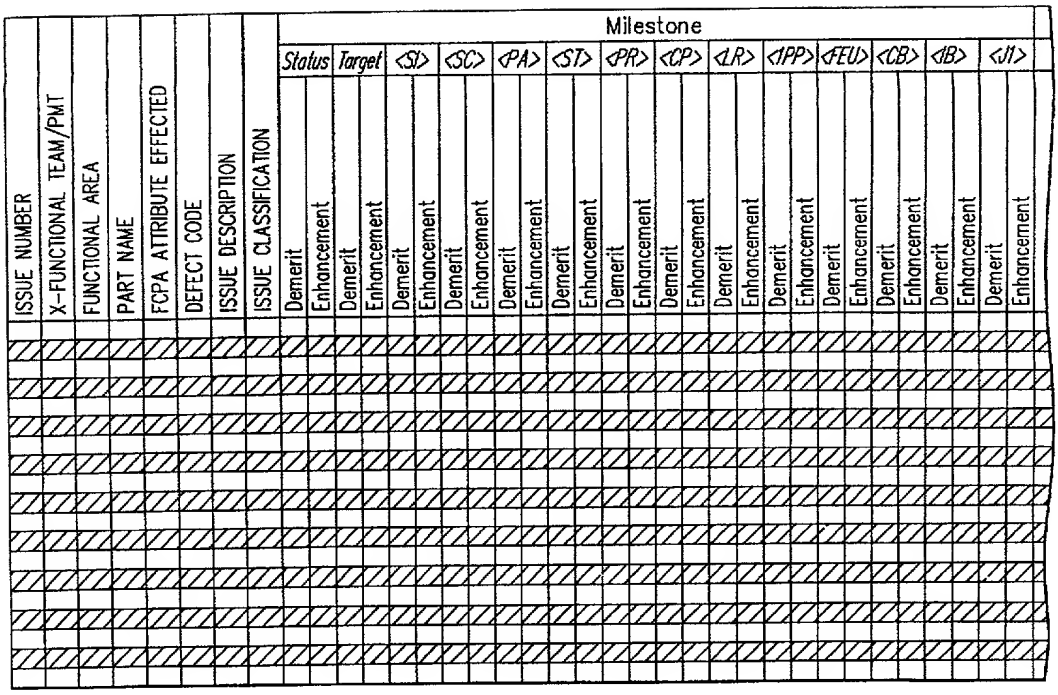

ISSUE NUMBER
X-FUNCTIONAL TEAM/PMT
FUNCTIONAL AREA
PART NAME
FCPA ATTRIBUTE EFFECTED
DEFECT CODE
ISSUE DESCRIPTION
ISSUE CLASSIFICATION
Milestone
Status
Target
<SI>
<SC>
<PA>
<ST>
<PR>
<CP>
<LR>
<IPP>
<FEU>
<CB>
<IB>
<JI>
Demerit
Enhancement

Fig. 4A.

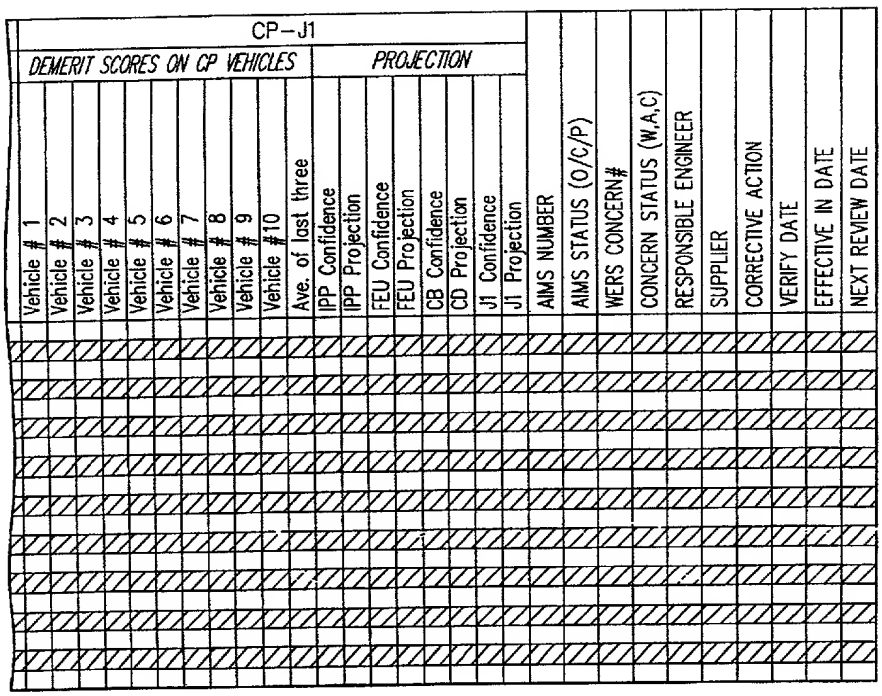

CP–J1
DEMERIT SCORES ON CP VEHICLES
PROJECTION
Vehicle # 1
Vehicle # 2
Vehicle # 3
Vehicle # 4
Vehicle # 5
Vehicle # 6
Vehicle # 7
Vehicle # 8
Vehicle # 9
Vehicle #10
Ave. of last three
IPP Confidence
IPP Projection
FEU Confidence
FEU Projection
CB Confidence
CD Projection
J1 Confidence
J1 Projection
AIMS NUMBER
AIMS STATUS (O/C/P)
WERS CONCERN#
CONCERN STATUS (W,A,C)
RESPONSIBLE ENGINEER
SUPPLIER
CORRECTIVE ACTION
VERIFY DATE
EFFECTIVE IN DATE
NEXT REVIEW DATE

Fig. 5B.